

## Mediation Benefits Everyone

- Minimizes incident escalation
- Saves time, money & resources
- Teaches problem solving skills
- Promotes inclusive culture



### Mediation Is

A guided conversation between participants looking to address and resolve workplace disputes in a voluntary, confidential setting

Successful mediation results in an agreement designed by the participants

The agreement is confidential except when other parties direct approval or assistance is needed to implement the agreement

### Mediation is Not

A replacement for a Union Grievance  
Appropriate for every dispute  
A substitute for discipline

## Reasons to Try Mediation

- To resolve conflict at the earliest opportunity and at the lowest level practicable
- Cut time from initial complaint to final resolution
- Address personnel issues involving possible discrimination, harassment, & retaliation
- Mitigate escalation (avoid investigation)
- Avoid documentation in personnel records
- Reduce employee stress
- Promote communication and cooperation
- Build/rebuild ongoing work relationships
- Train and empower employees to work solutions to workplace difficulties
- Address issues not covered by formal investigations
- Save money, time, & resources
- Build a more productive, positive workplace
- Reduce MCAD & EEOC involvement

Peter Bowne, Mediator  
PUBowne@doc.state.ma.us  
Direct line (508) 850—7747  
Fax line (508) 850—7785

Monserate Quiñones, Director  
Meet to Resolve Mediation Program  
Office of Diversity and Equal Opportunity  
One Industries Drive  
P. O. Box 946  
Norfolk, MA 02056

## Meet to Resolve Mediation Program

MA Dept. of Correction  
Office of Diversity &  
Equal Opportunity



### Mediation Service for Workplace Disputes

- Resolve Issues Quickly, Confidentially
- Build Productive Workplace Relations
- Help Clarify Ongoing Issues and Concerns
- Relieve Workplace Stress
- Focus on the Future

### Luis S. Spencer, Commissioner

Office of Diversity & Equal Opportunity  
Monserate Quiñones, Director  
MA Dept. of Correction  
P. O. Box 946  
Norfolk, MA 02056

# *Voluntary, confidential mediation services for employees, contractors & vendors*

## **About the Meet to Resolve Mediation Program**

Meet to Resolve is DOC's Equal Employment Opportunity (EEO) mediation program that provides a fast, fair, neutral, and informal alternative to traditional EEO counseling and investigations.

Mediation is voluntary. Participate if you want to.

Mediation can be an option prior to beginning more formal, time consuming processes

Mediation is also an option after the close of administrative processes, providing parties an opportunity to talk and rebuild working relationships.

Parties develop their own solutions with the assistance of a neutral third party.

All decisions are made by the parties, not the mediator.

There is no requirement to settle a case, however parties tend to find mediation conducive to reaching an agreement or resolving a concern.

Mediation provides the opportunity to craft creative solutions that might not be options during a formal hearing

## **How it Works**

It starts with a referral request. Supervisors can request a mediation screening. Employees can self-refer using the form available or calling the office directly.

A mediator will contact you and speak confidentially with you about the dispute. If all parties agree, a mediation is scheduled at a time and place that is convenient to all parties.

Solutions and agreements are developed by participants to meet their needs.



Agreements reached in mediation are confidential. No record is kept of the mediation other than the mediated agreement.

Subsequent sessions can be scheduled to deal with new events or issues involving honoring the mediated agreement.

***If no solution can be reached, parties are free to pursue their other options.***

## **Services Available**

**Mediation:** Confidential meetings affording employees the opportunity to address workplace disputes in a confidential setting. Parties work together with everyone involved to create solutions that meet everyone's needs. Parties to a mediation may include co-workers, supervisors, vendors, or contractors.

**Conflict Coaching:** One on one discussion of issues creating conflict. Coaching can help parties examine conflicts, develop methods to diffuse the conflicts and create more productive working relationships.

**Training:** One to two hour modules to address a variety of methods to address and diffuse conflict in the workplace. Training credit provided.

**Consulting:** Working individually to departments and managers to develop ways to integrate DOC's ADR programs into your portfolio of services.

### ***For more information please contact:***

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*Additional information and referral forms are available on the Office of Diversity & Equal Opportunity's page on DOC's intranet*